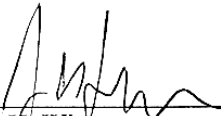


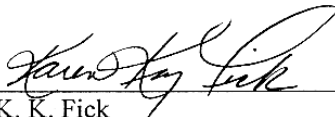
Site Services Manual



S. H. Wishess
U.S. Department of Energy
Richland Operations Office

6/1/01


Date



K. K. Fick
Office of River Protection

1 Jun 01


Date



S. L. Feaster
Bechtel Hanford, Inc.

6/1/01

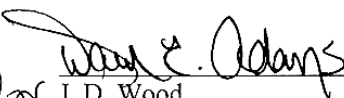
Date



M. D. Ebben
CH2M Hill Hanford Group, Inc.

6/1/01


Date



for J. D. Wood
Fluor Hanford

6/1/01

Date



D. E. Coburn
Battelle

6-1-01

Date

The above signatures represent agreement by the Site Services Board members as to current Site Service configuration. Formal implementation of this manual will be through Contracting Officer direction.

1.0 DOE Hanford Site Services Overview

Hanford Site Services support the mission and the associated activities assigned to the Hanford Site. A Site Service is defined as work related to the Hanford facilities and program support functions, which are not solely dedicated to one program and can be routinely utilized by more than one contractor. Service providers shall ensure that services are available as needed. In addition DOE may make cost effective Hanford Site Services available to other federal entities, other DOE sites, commercial entities, and may also obtain services from other similar entities.

Providers of Hanford Site Services are selected as the best organizations available with the requisite managerial ability and technical expertise within the area for which they are contracted. They are expected to focus on the integration of their services with Site mission requirements, provide the best value to DOE, and partner with their employees to ensure a safe and productive work environment.

In keeping with these expectations and to ensure Site-wide cost effective management of the services, DOE mandates that the services contractually provided by each service provider will not be duplicated by any other organizational entity on the Hanford Site unless such duplication has been determined by DOE to be in the best interests of the government.

Services that are available for use and are not utilized by all Site contractors are listed in Appendix B. These services are available but do not fall under the guidance of this manual. Service providers may contact the Site Services Board to request that their services be placed on this list.

2.0 Site Services Board

The Site Services Board is established to help DOE effectively manage all Hanford Site Services. The Board will ensure key deliverables are provided to facilitate all planning/budgeting processes and will also provide a forum for dispute resolution. Membership of the Board will consist of a member from each Hanford DOE prime contractor. The DOE-RL Office of Site Services Director will chair the Board along with a co-chair from DOE-ORP. This board will make decisions pertaining to instituting new Site Services, requesting Site Service exceptions, and removing existing Site Services. As an on-going effort, the Site Services Board will perform comprehensive reviews of individual services. Sub-teams may be formed to perform this review.

3.0 The Manual

This document identifies those services that have been identified as mandatory site services versus non-mandatory services that are obtained from other sources in support of Hanford Site missions.

This Hanford Site Services Manual (SSM) lists the Site Services available and the service providers who are responsible for providing the services. Use of the SSM is mandatory through Contracting Officer direction. All Hanford Site contractors who require services must obtain such services from the preferred Service Provider as delineated in Appendix A. The scope of many of the Site Services with designated preferred providers is further defined in enabling documentation not included in the SSM. The DOE Office of Site Services is the RL coordinator for Hanford Site Services and manager for the SSM.

4.0 Obtaining Site Services

Organizations may obtain Site Services by preparing an appropriate enabling document such as a Service Level Agreements, Memorandum of Agreement, Contract Release, Work Order, Customer Service Agreement, Procurement Request, or Letter of Instruction for issue to the contractor providing the Service (service provider). Annual service agreement documents are a preferred methodology for obtaining Site Services and should be negotiated in a manner that supports the requirements-based budgeting process. All requests for services other than emergency services shall be signed by an authorized individual of the requesting organization and must identify viable funding sources.

The requesting organization is responsible for scope definition, quality verification and oversight. The service provider is responsible for ensuring that necessary requirements are met.

5.0 Budget/Planning Process

Delivery of Site Services in a cost effective manner requires integration with site projects and a systematic approach to planning for the utilization of resources.

Projects should utilize data available in each Contractor's current and out year planning forecast to prepare a draft of their planning year work scope. From this draft work scope the projects, in conjunction with the service providers, will identify the level of service requested.

The service provider should develop an enabling document that provides an indication of funding requirements, total resource requirements, and associated work scope deliverables that must be met.

6.0 Mandatory Site Service Definition

Mandatory Site Service: A service that is required by contract, is used by more than one prime contractor and meets at least one of the following criteria:

- 1) Demonstrates proven cost savings
- 2) Requires a large capital investment
- 3) Requires unique or specialized capability
- 4) Improves safety
- 5) Is DOE/Site Services Board directed.

7.0 Instituting New Site Services

Contractors shall not institute new Site Services for use by themselves or other contractors without written authorization from DOE. Requirements for new Site Services – i.e., for Site Services not already available on the Hanford Site – shall be presented to the Site Services Board for coordination and determination of best placement among existing service providers.

8.0 Requesting Mandatory Site Services Exceptions

Requests for an exception to obtaining a Mandatory Site Service from a provider, along with supporting evidence showing why the exception is in the best interest of the government, should be sent to the Site Services Board.

When exceptions are granted, the affected Site Services Appendices will be updated and distributed to all Board members.

9.0 Site Service Complaints

Contractors with a complaint regarding a Site Service should first address complaints to the responsible service provider. If the response is inadequate and resolution cannot be obtained, then the requesting contractor should submit a resolution request to the Site Services Board.

10.0 Costs

All cost allocation methodologies and cost issues will be referred to the Site Finance Board for resolution.

11.0 Service Requester/Provider Agreements

Contractors requesting Site Services and contractors providing such services are expected to jointly develop appropriate enabling documents to which both parties agree. Such documents are normally developed between prime contractors and the agreements reached thereby flow down into their respective organizations.

12.0 “Grand-parenting” Services

Contractors authorized to be “Grand-parented” (also known as “Grandfathered”) to continue to self-perform or continue to procure offsite services that have been deemed a Mandatory Service are indicated in the Appendix A. Any changes to this status will be processed in the same way as an exception (see Section 8.0).

HANFORD SITE SERVICES MANUAL

Rev. 0

APPENDIX A

Site Services

Services provided are listed in this Appendix. Each site service includes a brief description, the lead contractor responsible for the service, the preferred service provider, and the DOE Office that has cognizance of the service.

Abbreviations

The following abbreviations are used to indicate DOE offices, contractors and providers responsible for each site service element.

DOE Offices

*AED	Analysis & Evaluation Division
*AMEW	Office of Assistant Manager for Environmental Restoration & Waste Management
*AMSE	Office of Assistant Manager for Safety and Engineering
*AMT	Office of Associate Manager for Science and Technology
*DMBS	Deputy Manager for Business Services
*IPI	Office of Intergovernmental, Public and Institutional Affairs
*OEA	Office of External Affairs
**ORP	Office of River Protection
*OSS	Office of Site Services
*OTS	Office of Training Services & Asset Transition
*RCA	Regulatory Compliance & Analysis Division
*RL	U.S. Department of Energy, Richland Operations Office
*SES	Office of Security & Emergency Services

* **RL**
** **ORP**

HANFORD SITE SERVICES MANUAL

Rev. 0

Contractors and Service Providers

AT&T	AT&T Wireless Services		Exitech
	Battelle	FH	Fluor Hanford, Inc.
BHI	Bechtel Hanford, Inc.	HEHF	Hanford Environmental Health Foundation
	Benton County Sheriff	INS	Interstate Nuclear Services
BPA	Bonneville Power Administration	JCI	Johnson Controls, Inc.
	Cogema	LMSI	Lockheed Martin Services, Inc
CHG	CH2M HILL Hanford Group, Inc.	PTH	Protection Technology Hanford
DYN	DynCorp Tri-Cities Services, Inc.	QWEST	QWEST Communications
	Energy Northwest		Vivid Concepts

HANFORD SITE SERVICES MANUAL

Rev. 0

List of Mandatory Site Services

<u>Service</u>	<u>Description</u>	<u>Prime Contractor</u>	<u>Preferred Provider</u>	<u>Responsible DOE Organization</u>	<u>Grandparented</u>
300 Area Backup Power	Provides operation and maintenance of standby power generating stations. Provides 10 to 30 minute response capability to ensure one nuclear facility in the 300 Area is compliant with SAR requirements.	FH	DYN	OSS	
Acceptance Inspection (AI)	Perform Government acceptance of construction projects for the Department of Energy. Performs National Electrical Codes Safety Inspections, provides WAC integrity assessment services for RCRA permitted work.	FH	FH	AMSE	Battelle, BHI
Access Control Entry System (ACES)	Provides projects with expertise regarding the overall administration, coordination, and oversight for the site level dosimetry and access control; and technical expertise, management, and administration to conduct requirement based radiation protection program activities.	FH	FH	AMSE	Battelle
Analytical Sample Analysis	Provides analysis of samples in 222-S and WSCF facilities located on the Hanford Site. Includes tank and non-tank characterization.	FH	FH	OSS	
	PNNL Radiochemical Processing Laboratory (RPL) has a full suite of analytical chemistry capabilities for radiochemical and inorganic chemical analysis of highly radioactive materials and very complex sample matrices. The RPL supports FFTF, Hanford Tank Characterization and other site remediation activities.	Battelle	Battelle	AMT	
Aviation Oversight	Provides coordination and control of aviation activities. Ensures Site compliance with FAA rules for hazards to aviation.	Battelle	Battelle	AED	
Badging	The Central Badging Office (CBO) processes and accounts for permanent security badges for employees, contractors, visitors, vendors and others as well as administering the Hanford Site temporary (self-expiring) security badge program. The CBO coordinates foreign national visits and verifies security clearance levels for cleared visitors from other DOE sites.	FH	PTH	SES	Battelle
Biohazard Cleanup	Provides direction and supervision of the cleanup of blood borne pathogen spills; bird, bat, rodent disease control cleanup.	FH	DYN	OSS	BHI Battelle (Laboratory)

HANFORD SITE SERVICES MANUAL

Rev. 0

<u>Service</u>	<u>Description</u>	<u>Prime Contractor</u>	<u>Preferred Provider</u>	<u>Responsible DOE Organization</u>	<u>Grandparented</u>
Calibration Laboratory	Provides for the calibration of laboratory equipment and instrument calibrations. Instrument calibrations are outsourced to Energy Northwest. Work scope includes Measuring and Test Equipment (M&TE) that requires calibration to meet quality, safety or compliance requirements. Work is accomplished in compliance with the Energy Northwest contract and National Calibration Standard Z540 (ANSI/NCSL Z540-1-1994, Calibration Laboratories and Measuring and Test Equipment – General Requirements). Provides NIST traceability; document control; quality records; training and qualifications; proper shipment care and storage of M&TE; calibration ratios, range and tolerances; laboratory management; quality assurance, and In situ calibration services.	FH CHG	DYN Energy NW	OSS OSS	Battelle
Calibration of Radiological Instruments	Provides for the calibration of hand held and small portable radiological instruments.	Battelle	Battelle	AMT	
City of Richland Water, Sewer and Sanitation Services	City of Richland provides water, sewer and sanitation services.	DOE		OSS	
Compressed Air Generation 300 Area	Maintains and operates the 300 Area centralized Air Compressors for 20 major facilities	DOE	JCI	OSS	
Compressed Air Distribution 300 Area	Maintains and supervises the 300 Area Compressed Air Distribution system from centralized air compressors to the serviced facilities.	FH	DYN	OSS	
Computerized Accident/Incident Reporting System (CAIRS) Database Administration	Provides database reporting for all OSHA reportable cases, traffic incidents and property damage events.	FH	FH	AED	

HANFORD SITE SERVICES MANUAL

Rev. 0

<u>Service</u>	<u>Description</u>	<u>Prime Contractor</u>	<u>Preferred Provider</u>	<u>Responsible DOE Organization</u>	<u>Grandparented</u>
Counter-Intelligence	Provides detection and increased employee awareness of potential site-specific intelligence threats directed against Site employees, information, facilities, and technologies, conducts pre and post visit briefings with employees who visit sensitive countries, trains employees who will host or escort foreign national visitors from sensitive countries, and interviews Site employees who report any contact with individuals from sensitive countries or any contact with individuals seeking unauthorized access to classified matter or special nuclear materials.	Battelle DOE	Battelle Richland Police Dept.	AMT ORP	
Courier Services	Provides support for priority/emergency documents and materials including, but not limited to, payroll, cost accounting and accounts payable data. Provides support to the medical aid stations in transporting serum blood samples, medical supplies and x-rays, pickup and delivery of the Site's 600 instruments being calibrated, transport of new and used office machines as well as machines to and from repair facilities, and pickup and shredding of classified documents.	FH	DYN	OSS	
Crane and Rigging	Provides management, administrative, and planning and scheduling support to Crane and Rigging Operations for movable cranes. Coordinates rental and movement of 20 cranes ranging from 9 ton to 250-ton capacity. Provides support to all preventive maintenance inspections and schedules necessary repairs; technical support and guidance in the procurement of hoisting and rigging equipment; critical lift planning (developing alternative and innovative methods for lifting and scaffolding tasks); and support to supervision of crane crews, riggers (perform complex rigging, ironwork, and scaffold erection and dismantling), crane operators, and drivers (perform heavy hauling and forklift operations).	FH	DYN	OSS	BHI Battelle (Fixed Cranes)
Custodial Services	Supports the cleaning of occupancy pool and non-contaminated programmatic facilities.	FH	DYN	OSS	BHI Battelle CHG (2704HV)
Desktop Services	Provides for computer maintenance, software, computer network, business machine repair, computer support, redeployment of computer hardware, integration and related services.	FH	LMSI	OSS	BHI, Battelle

HANFORD SITE SERVICES MANUAL

Rev. 0

<u>Service</u>	<u>Description</u>	<u>Prime Contractor</u>	<u>Preferred Provider</u>	<u>Responsible DOE Organization</u>	<u>Grandparented</u>
Dosimetry	Provides services related to the monitoring and assessment of employee exposure to radiation at the Site.	Battelle	Battelle	OSS	
Electric Power for 100/200/300	Provides interface with BPA for utility services.	DOE	BPA	OSS	
Electric Power for the 700/1100/3000 Areas	The City of Richland provides electrical power and services.	DOE		OSS	
Electrical Utilities	Provides for operation and maintenance of the Hanford electrical transmission and distribution system from a central electrical Dispatch Center. Provides preventive, predictive and corrective maintenance for the Hanford site electrical system. Maintenance functions include system inspections, high voltage testing, calibrations, repairs, relamping and troubleshooting, focusing on system protection systems. Provides electrical configuration management support to Hanford Site projects and decommissioning activities.	FH	DYN	OSS	
Emergency Preparedness	Coordinates with DOE EP and DOE Office of External Affairs (includes ORP) staff in supporting the Hanford Emergency Operations Center (EOC); maintains and operates the Joint Information Center (JIC) and Occurrence Notification Center (ONC); and manages the Transportation and Radiological Emergency Preparedness Programs. Supports the development of EP plans and procedures, coordinates EP classes and conducts training in all areas of emergency response.	FH	FH	SES	Battelle
Engineering NDE	Provides certified NDE engineering technicians and specialist in accordance with American Society of Nondestructive Testing SNT-TC-1A. Maintains radiography sources and x-ray machinery in accordance with DOE and Nuclear Regulatory Commission requirements. Provides radiography, helium testing, ultrasonic examination, eddy current, magnetic particle and liquid penetrate examination processes.	FH CHG	Cogema	OSS	Battelle BHI
Environmental Compliance	Provides coordination of site-wide permitting, compliance documentation, environmental monitoring, and reporting requirements. Supports Tri-Party Agreement negotiations and milestone tracking.	FH	FH	RCA	

HANFORD SITE SERVICES MANUAL

Rev. 0

<u>Service</u>	<u>Description</u>	<u>Prime Contractor</u>	<u>Preferred Provider</u>	<u>Responsible DOE Organization</u>	<u>Grandparented</u>
Fabrication Services	Provides fabricated parts, components, and equipment of a routine, prototypical, production or emergency nature meeting specified QA/QC standards. Provides loaned labor skilled in fabrication crafts; welder qualification and weld procedure programs for HAMTC work; procurement, maintenance, handling and disposal of hazardous materials used in support of fabrication services; and facility support to the 272W, 277W, and 328 Buildings housing fabrication services. On a field level maintenance basis, contractors shall be allowed to fabricate incidental construction parts, equipment, and aids in support of their specific projects.	FH	DYN	OSS	Battelle
Fire Department	Provides services for DOE Assets which include fire marshall overview authority, fire suppression, pre-fire planning and prevention education, emergency rescue, fire watches, emergency medical service, incident command, hazardous materials response, respiratory protection, building and ignitable and reactive waste site inspections. The department operates and maintains four fire stations and two maintenance facilities and has the capability to respond to mutual aid and state mobilization agreements that includes support to Energy Northwest.	FH	FH	SES	
Fire Systems Maintenance & Testing	Provides corrective and preventive maintenance (includes deactivation/reactivation services) and functional tests on fire life safety protection systems, including all components of these systems, and maintains factory certification for all brands of systems.	FH	FH	SES	Battelle
Fleet Maintenance	Services include maintenance and repair of GSA and HO coded vehicles, engineering support, technical procedures, control of suspect/counterfeit fasteners, equipment modification control and facility safety (OSHA), fuel costing and invoicing, fuel delivery to areas not accessible to on-site fueling stations, and commercial equipment rental contracts.	FH	DYN	OSS	BHI (field maintenance only)

HANFORD SITE SERVICES MANUAL

Rev. 0

<u>Service</u>	<u>Description</u>	<u>Prime Contractor</u>	<u>Preferred Provider</u>	<u>Responsible DOE Organization</u>	<u>Grandparented</u>
Grounds Maintenance	Provides maintenance of common grounds within 200, 300 and 600 Landlord areas. Includes perimeter fence maintenance, lawn and landscape care, annual inspection of facilities, management and maintenance of gravel pits, parking lot and sidewalk cleanup, washing down facilities, signage, and general area cleanup. Additionally, provides surveillance and maintenance to ensure the safety and environmental integrity of the 200, 300 and 600 Landlord Areas. Services include radiological surveillance and monitoring of the road system, 600 Area cleanup sites and with the 200 and 300 Landlord Areas; environmental inspections, monitoring and assistance; annual high and low-water river bank inspection to ensure environmental integrity; and support to spill responses to assure environmental safety.	FH	DYN	OSS	Battelle
GSA Vehicle Lease	Provides administration of the GSA vehicle lease program and management for acquiring, assigning, rotating, return, and disposition of GSA-leased units.	FH	DYN	OSS	Battelle
Guaranteed Ride Home	Provides transportation for qualified holdover personnel from work sites to cities surrounding the Hanford Complex in accordance with the Project Hanford Labor Agreement.	FH	DYN	OSS	
Hanford Employee Welfare Trust Benefits/Human Resources	Provides various medical, dental, disability, and other insurances to the employees of several site contractors.	FH	FH		
Hanford Local Area Network Integration	Network Services provides for operation and maintenance of the Hanford Local Area Network (HLAN) infrastructure. Services provided include Network Administration, E-Mail Administration and Support, Internet Support, Remote Access Services, Maintenance and Software Management, Technology Support for Hardware and Software, Network Management and Network Maintenance. Services also include Design Authority and Configuration Management for HLAN.	FH	LMSI	OSS	
Hanford Patrol	Provides security services to the Hanford Site	FH	PTH	SES	
Hanford Reach Publication	Provides the Hanford Reach publication to the Site.	FH	FH	IPi	

HANFORD SITE SERVICES MANUAL

Rev. 0

<u>Service</u>	<u>Description</u>	<u>Prime Contractor</u>	<u>Preferred Provider</u>	<u>Responsible DOE Organization</u>	<u>Grandparented</u>
Heavy Equipment Operations	Provides direct support to projects including burial trench excavation, guzzler support, hauling water and gravel to the tank farms; widening and backfilling trenches at the Central Waste Complex, and shoulder grading when equipment is not in use.	FH	DYN	OSS	BHI
HEIS/HGIS/ WIDS	Provides data management services for three environmental databases: the Hanford Environmental Information System; the Hanford Geographical Information System; and the Waste Information Data System. NOTE: This does not address data information support	BHI	BHI		
Industrial Hygiene Laboratory	Provides management, technical and administrative support that provides calibrated and maintained monitoring equipment and supplies to Industrial hygienist and safety personnel on site.	FH	DYN	OSS	Battelle
Information Security	Provides protection of classified and sensitive information against loss and unauthorized disclosure; protection of classified information processed on classified information systems and employee awareness training their responsibility to protect sensitive and essential information; implements and maintains a system to identify and ensure protection of classified information; provides training for Authorized Derivative Classifiers; and conducts quality reviews of classified documents to ensure proper classification decisions.	FH	PTH	SES	Battelle
Integrated Site, Vegetation and Animal Control Project (ISVAC)	Activity includes all work associated with management of radioactive and non-radioactive tumbleweeds, industrial and noxious weeds, and control of other biological vectors (such as animals, rodents, and pests) that spread radioactivity. Encompasses spraying along roadways and fence lines for fire protection. Contractors shall be allowed to perform the above activities on specific projects or facilities controlled by the contractors.	FH	DYN	OSS	
Investment Recovery Operations	Provides processes, programs, and disposal of assets no longer required in support of the Hanford mission. Provides processes and support for DOE mandated donations (i.e., Gift Program, Economic Development).	FH	DYN	OSS	Battelle (Gift Program)

HANFORD SITE SERVICES MANUAL

Rev. 0

<u>Service</u>	<u>Description</u>	<u>Prime Contractor</u>	<u>Preferred Provider</u>	<u>Responsible DOE Organization</u>	<u>Grandparented</u>
Job Control System (JCS)	The Job Control System is the Hanford Site standard Computerized Maintenance Management System (CMMS), and is used to identify, plan schedule, electronically authorize, perform, complete and document all levels of work. The JCS is used by CHG and FH, and is categorized as a Hanford Site Essential Computer System, ensuring around-the-clock support. The types of work JCS supports include corrective maintenance, preventive maintenance, modifications, special procedures, and surveillance.	CHG	CHG	ORP	Battelle, BHI
Land Management	Provides integrated use of land for the overall site, individual operating areas, and specific parcels of land through: strategic planning, site selection, performance agreement monitoring, customer needs and requirements; site wide systems integration; investigation, recommendation, implementation; interface, conflict resolution, consensus building; project definition and management; resource protection; institutional control and records management; asset conversion, excess facilities management; promote land as a strategic asset.	FH	DYN	OSS	Battelle
Laundry Services	Provides laundry services for radioactive and non-radioactive clothing and supplies used across the Site.	DOE	INS	OSS	
Law Enforcement of Site Roads	Provides law enforcement to include "criminal investigation."	DOE	Benton Co Sheriff	SES	
Mail	Provides site-wide delivery and pickup of interplant and U.S. Postal mail; maintenance of the mail stop identification number (MSIN); obtaining and maintaining receipts on accountable mail (registered, certified, priority and insured); and addressing services for mail distribution.	FH	DYN	OSS	Battelle
Occupancy Pool–Government Owned/Leased Facilities	Management and maintenance of government owned (office space and mobile structures), GSA leases for general purpose offices and training spaces for facilities that house multiple programs/contractors. May also include facilities that are temporarily occupied by a single program/contractor.	FH	DYN	OSS	BHI, Battelle

HANFORD SITE SERVICES MANUAL

Rev. 0

<u>Service</u>	<u>Description</u>	<u>Prime Contractor</u>	<u>Preferred Provider</u>	<u>Responsible DOE Organization</u>	<u>Grandparented</u>
Occupational Medical Services	Provides a program of services to assist employees across the Site; medical monitoring and qualification evaluations, tests and services; assessment of employees based on-job task analysis and subsequent data management; field and facility visits for health related purposes; diagnosis and treatment of injury or disease; medical records and medical data extraction; formal monitoring of the medical status of an employee who is either absent from work or has limitations on their ability to work; wellness and immunizations; medical surveillance; and psychological services.	HEHF	HEHF	AMSE	
Paging Services	Provides pager services including maintenance, operation radio spectrum licensing, and other related services. This also includes administration of the regional paging contract (Kelly) and the national paging contract (PageNet).	FH	LMSI	OSS	
Radio Services	Provides for radio communication services including two-way, fire dispatch, safety and emergency preparedness, and security systems.	FH	LMSI	OSS	
Reading Room	Public reading room of DOE literature.	Battelle	Battelle	AMT	
Records Storage	Provide long-term records storage services. These services include receipt, retrieval and retirement.	FH	LMSI	OSS	Battelle
Respiratory Protection	Provides testing and repairs of all self-contained breathing apparatus (SCBA) units, including both fire department units and SCBA belonging to facilities. Tests and maintains all powered air purifying (PAPR) units.	FH	FH	SES	BHI
Road Services	Provides accident and spill cleanup, grading and sweeping of roads and shoulders, removal of road debris, minor road maintenance including crack sealing, patching, minor paving of potholes, road striping, and snow removal from primary and secondary roads as well as roads within the 200 and 300 Areas (includes parking lots, sidewalks, and the Federal Building). Crews are called out on an "as needed" basis and never on a "stand by" basis. Snow removal priorities are established each season in the "Snow Removal Plan" with BHI taking responsibility for some roads in their work area.	FH	DYN	OSS	
Safeguards and Security	Provides personnel, nuclear materials, and classified information security and protection of government assets.	FH	PTH	SES	Battelle

HANFORD SITE SERVICES MANUAL

Rev. 0

<u>Service</u>	<u>Description</u>	<u>Prime Contractor</u>	<u>Preferred Provider</u>	<u>Responsible DOE Organization</u>	<u>Grandparented</u>
Sanitary Waste Disposal	Provides disposal of sanitary solid waste including site-wide collection of approximately 305 dumpsters and management of disposal contracts for solid, biomedical and asbestos waste. Monitors and maintains the closed Hanford Solid Waste Landfill including periodic inspections, soil gas monitoring and leachate management and monitoring. Includes responsibility for operation of the inert and demolition landfill at Pit 9 and for contracts for disposal of solid waste, asbestos, medical waste, and drummed non-hazardous waste.	FH	DYN	OSS	
Sewer Maintenance, Operations and Permits	Maintains the Hanford Site sanitary sewer system infrastructure which consists of the 100-N Wastewater Treatment Plant, 31 DOH permitted subsurface solid absorption systems, 38 active non-permitted systems and multiple inactive, non-permitted systems with 11 DOH permitted holding tanks and sewer collection systems and lift stations in the 300 Area.	FH	DYN	OSS	
Solid Waste Storage and Disposal	Provides disposal of low level waste, designation and shipment of hazardous waste, manages the offsite treatment, storage and disposal facility contracts, provides product determinations, manages orphan wastes and stores mixed and transuranic wastes.	FH	FH	AMEW	
Steam	Provides steam to support heating and other operations at the Site.	JCI	JCI	OSS	
Technical Library	Provides the Technical Library located at the Richland WSU Campus.	Battelle	Battelle	OEA	
Telecommunication Service	Provides telephone service to the site.	FH	QWEST	OSS	Battelle
Terrorism Response	Provides response to domestic terrorism events involving release of chemical or biological weapons.	FH	FH	SES	
Tours	Coordinates and conducts road tours of the Hanford Site for large groups of internal and external stakeholders that require buses for transportation if available and appropriate.	FH	FH	IPi	
Traffic Engineering	Provides technical direction for traffic related issues. Works with County Engineers to keep Hanford roads in compliance with state and federal requirements.	FH	DYN	OSS	

HANFORD SITE SERVICES MANUAL

Rev. 0

<u>Service</u>	<u>Description</u>	<u>Prime Contractor</u>	<u>Preferred Provider</u>	<u>Responsible DOE Organization</u>	<u>Grandparented</u>
Training	Provides training for Hanford Site employees in the areas of Emergency Operations, Environmental & Waste Management, Fire Operations, Occupational Safety & Health, Law Enforcement, Technology-supported Learning and Transportation. Worker instructors in highly effective Train-the-Trainer and Worker-Training-Worker programs teach many initial and refresher courses. HAMMER brokers quality instruction to meet special needs. New web-based training programs developed by HAMMER allow employees to complete some required courses conveniently at their own workstations.	Battelle BHI CHG FH	Exitech, Vivid Concepts	OTS	
Ventilation and Balance	Provides testing of ventilation and filters. Additionally, performs ventilation balance to maintain established flows and pressures on systems.	CHG	CHG	ORP	Battelle
Water Compliance	Provides current water quality monitoring programs for the 11 DOH permitted public water systems in accordance with Federal Safe Drinking Water Act and the WAC. This support includes the cross-connection control program and purveyor responsibilities.	FH	DYN	OSS	
Water Utilities	Manages the operation of three river pumping stations, four water reservoirs and associated pumps for a 120-mile distribution system. Operates valves to align water supplies in support of Program needs. Performs line flushes to maintain water quality and line disinfection.	FH	DYN	OSS	
Weather Forecasting	Provides meteorological data and forecasting information.	Battelle	Battelle	OSS	
Workers Compensation	Provides for costs associated with Washington State Work Compensation Program	DOE			

HANFORD SITE SERVICES MANUAL

Rev. 0

APPENDIX B

List of Available Services

<u>Service</u>	<u>Description</u>	<u>Prime Contractor</u>	<u>Available Provider</u>	<u>DOE Manager</u>
Acquisition Verification Services (AVS)	Provides for maintenance and update of evaluated suppliers qualifications, support processes to ensure that procured items and services meet established requirements and perform as specified, and conduct inspections on procured items, as required to ensure compliance with established acceptance and performance criteria.	FH	FH	ASME
Asbestos Monitoring Service	Provides assistance to projects in areas of facility inspections, bulk sampling, exposure monitoring, abatement services and disposal in accordance with local and federal regulatory requirements (OSHA, EPA and BCAA).	FH	DYN	OSS
Cellular Services	Provides Cellular Services for Hanford Contractors.	FH	AT&T	OSS
Digital Photography Services	Provides high-resolution scanning, enhancement, and manipulation of photographic images and high quality output of image files and computer-generated presentations.	FH	LMSI	OSS
Engineering Laboratories	Provides non-radioactive crosscutting engineering, development, testing and deployment services for the Hanford Site. Maintains appropriate unique and fundamental fabrication expertise and equipment including mechanical, electrical and chemical process systems development. Provides test equipment and systems to support the River Protection Project (RPP) gas monitoring and data acquisition operations.	FH	FH	OSS
Graphics Design	Provides display and exhibit production which includes the creation and production of portable or permanent graphics for trade shows, poster presentations, corporate environments, museums, marketing exhibits, corporate events, promotional items and kiosks. Services are concept coordination, design, mock-ups, production and setup.	FH	LMSI	OSS
Just-In-Time (JIT) Buyers	Provides qualified procurement support for the development, negotiation, and administration of purchase orders and contracts.	FH	DYN	OSS
Materials Management	Provides for central stores and inventory management. Activities include maintaining acceptable levels of assigned inventories; operation of the consolidated Receiving, Distribution and Warehousing systems, and reducing the Hanford mortgage by optimizing the management of materials and storage space across the Site. Provides logistics support for the receiving, storage, issuance, distribution, and accountability of government owned property.	FH	DYN	OSS

HANFORD SITE SERVICES MANUAL

Rev. 0

<u>Service</u>	<u>Description</u>	<u>Prime Contractor</u>	<u>Available Provider</u>	<u>DOE Manager</u>
Media Services	Provides industrial photographers for Site Mission documentation, including zone work, construction and demolition coverage; video production services; and preparation and publication of all document types from standard technical and engineering reports to proposal and high-end “glossy” reports for DOE and public audiences. Responsible for the vending of all photography and document preparation services.	FH	LMSI	OSS
Personal Property Management	Provides for the management of the DOE-owned property located on the Hanford Site. Scope of effort involves management of approximately 72,000 records of property valued at approximately \$4.3 Billion.	FH	DYN	OSS
Records Information Management	Provides the records management, document control program, and RIM investment project. Activities include integrated document management, magnetic/microfilm conversion, IRM/CIO investment project, annual RIDS update, facility turnover process and legacy media retrieval.	FH	LMSI	OSS
Reproduction Services	Provides onsite-printing, offsite-printing, duplicating, engineering reproduction and binding services.	FH	DYN	OSS
Transportation	Provides operations management support to transit operations, outer area taxi services, office moves, wrecker service and trucking services (transports hazardous materials, wastes and radioactive material; non-regulated waste; excess materials and equipment; water; and support to submarine reactor compartment shipments).	FH	DYN	OSS
Video Tele-conferencing	Provides operational support for Video-Teleconferencing (VTC) including room setup and connections.	FH	LMSI	OSS